



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
JOB DESCRIPTION

POST TITLE: FUTURE MERTON MANAGER

Grade: MG2

DIVISION/SECTION: Sustainable Communities

Location: Merton Civic Centre

Responsible to: Head of Sustainable Communities

Responsible for: 4 Future Merton Managers (Commissioning, Infrastructure & Programming) and up to 65 further staff

Post number: TBC

Date: September 2014

MAIN PURPOSE

1. To be responsible for the definition, development and implementation of the Future Merton vision, growth, regeneration and investment strategies and associated project programmes.
2. To provide a high quality, comprehensive and effective traffic and highway management, maintenance and improvement service that is responsive to the needs of residents, businesses and service users.
3. To ensure that all statutory duties that fall within the remit of the Team are managed and discharged in a timely and effective manner.
4. To have overall responsibility for the development and implementation of Council policy and strategy in relation to:
 - Climate Change
 - Conservation & Urban Design

- Economic Development & Business Growth
 - Infrastructure and Physical Development
 - Public Realm
 - Spatial Planning & Housing Growth
 - Non-operational property asset review
 - Transport Planning
 - Waste Planning
 - Network Management and coordination
 - Highway Maintenance & Improvement
 - Traffic Management
 - Flood and Water Management
 - Winter Services Management
 - Highway Asset Management.
5. To raise the profile of Merton both as a Borough and as a place to live and work and invest.
 6. To raise the quality of the built environment in terms of streetscape, architecture, design and respecting Merton's built heritage.

KEY ACCOUNTABILITIES

7. To initiate and lead growth and regeneration in the Borough through the development of the Future Merton concept into an integrated and deliverable programme of projects incorporating existing initiatives as well as via the promotion of new and bespoke projects and initiatives.
8. To be the Council's expert advisor on traffic management & highway engineering services, including ensuring high professional standards within the Section.
9. To lead and manage the delivery of a comprehensive range of traffic & highway management services, including the development of policies and strategies to enhance safety and protect the value of highway assets, including (but not exhaustively) the following:
 - Professional services, particularly in the areas of traffic/highway engineering and maintenance including, bridges and related structures.
 - Development and implementation of programmes of placemaking, traffic, parking and highway schemes including casualty reduction, bus priority, safer routes to school, cycling measures, pedestrian improvement, highway & bridge maintenance and schemes arising from regeneration projects and development.
 - Inspection, assessment, maintenance and management of all highway assets.

- Procurement and management of construction and consultancy contracted services.
 - NRASWA and third party works to ensure that effective systems are in place for their co-ordination, control, monitoring and review.
 - Be responsible for a capital programme of over £20m over a 4 year rolling business plan
10. To actively promote growth and regeneration, the Future Merton programme and traffic and highway improvement programmes through the development and maintenance of strong and effective working relationships at a senior level with key organisations (from across the public, private and third sectors) at national, regional, sub-regional and local level as appropriate.
 11. To actively represent the Council at a local, sub-regional and regional level with regard to development, regeneration and place making.
 12. To work in partnership and ensure effective liaison with a range of organisations including Transport for London, other boroughs, consultants, contractors, developers and other internal teams including, Parking Services and to ensure their service needs are fully taken into account.
 13. To ensure value for money in the use of resources and maximise external and internal funding opportunities (both capital and revenue) for projects within the Future Merton team.
 14. As a Cost Centre Manager to establish and maintain effective financial management systems, to prepare, monitor and manage major capital and revenue budgets and to ensure the timely expenditure and reporting on these budgets.
 15. To ensure that all programmes and projects have credible timescales as well as measurable targets/outcomes associated with each of the constituent projects and are subject to regular monitoring and review.
 16. To ensure that all statutory duties that fall within the remit of the Team (particularly those relating to highway maintenance and management, traffic management, planning, compulsory purchase, winter services management and flooding/water management) are managed and discharged in a timely and effective manner.
 17. To support the Head of Sustainable Communities in fulfilling the role of 'Traffic Manager' and ensure the Council meets its duties and responsibilities, in particular the Network Management duty, in relation to the Traffic Management Act 2004.

18. To develop and maintain operational plans/arrangements, taking into consideration national good practice guidance, that ensure the Department/Council responds effectively, efficiently, to emergency situations affecting the public realm (including flooding/ice/snow/gales) and meets its statutory obligations in relation to such incidents/events. Input to the development and maintenance of the Council's Emergency Plan and provide support to the delivery of that Plan.
19. To evaluate and report on the progress and impact of all programmes and individual projects within them on a regular basis and as required.
20. To have overall responsibility for balancing resources (staff and financial) according to project demands to ensure timely delivery of projects and targets.
21. To negotiate effectively with all stakeholders and to demonstrate and exercise a high level of political awareness in all dealings with Council Members and MP's.
22. To ensure excellent communications with colleagues, Councillors, the public, internal and external partners and third parties and to forge links with colleagues in neighbouring boroughs and professional organisations.
23. To prepare and/or oversee the preparation by the team of reports and recommendations for Council Committees and present reports and offer advice to Members at committees.
24. To continuously seek to improve delivery of the Section's services in line with national good practice, Council policies and budgetary constraints and to develop service arrangements to reflect changes in legislation, operational need and other relevant factors.
25. To ensure that effective consultation arrangements are in place to provide a clear and transparent mechanism for local people, who either live or work in the Borough, to contribute to the shaping of the Future Merton programme and to individual schemes/projects.
26. To identify and develop new sources of income for the Council through the marketing and sale of the Team's skills and services.
27. To prepare the Team's annual Business Plan and within it to assign robust and measurable performance targets at both sectional and individual level.
28. To lead, manage and motivate the staff within the Team, ensuring the achievement of Business/Service Plan objectives and Council priorities.

29. To provide regular reports to the Head of Sustainable Communities regarding the performance of the team and any other relevant issues and contribute to the overall management of the Division and, when required, to deputise for the Head of Service.
30. To ensure effective monitoring of staff performance, including carrying out staff appraisals (Managers), sickness and attendance monitoring and taking any necessary action with regard to staffing, in line with Departmental and Corporate procedures.
31. To manage all team resources (financial, human and contractual) effectively including managing and balancing workloads taking into account Council priorities.
32. To take part in the appointment of staff to the Section ensuring that job descriptions and person profiles reflect the duties required.
33. To oversee staff training and development in accordance with their needs and the Departmental Training Plan ensuring best use is made of the resources available.
34. To lead or participate in Divisional, Departmental or Corporate initiatives as required.
35. To ensure the quality and timeliness of reports to Cabinet, Cabinet Members, Scrutiny Panels, Design Panels, and other consultative forums, and take the lead on behalf of the Environment and Regeneration Department at these meetings.
36. Prepare evidence and represent the Council as expert witness at Public Inquiries as required.
37. Manage tendering and contract procedures for the service area in accordance with the Council's Contract Standing Orders,
38. Oversee the preparation of contract documentation, the evaluation of bids and advise on and agree the appointment of contractors/consultants to undertake works/studies and projects and ensure that satisfactory contract management arrangements are in place and adhered to during the contract period.
39. To ensure that correspondence, telephone and electronic communications are dealt with in accordance with the Council's response time standards and that the quality of letters is acceptable in terms of their technical content and customer care.
40. Carry out all duties and responsibilities in accordance with the Council's Equal Opportunities and Customer Care policies and practices and take a proactive role in their development and implementation.

41. Ensure that all staff reporting to the post holder are aware of the Corporate and Departmental Health and Safety Policies and procedures, and the CDM Regulations and are trained in their implementation as necessary: monitor the implementation of Health and Safety Policies, including risk assessments as necessary, and report any shortfalls identified through experience of their operation to the appropriate Manager.
42. To initiate and monitor suitable QA procedures and systems to ensure the Council discharges all its duties and responsibilities under the Construction Design and Management (CDM) Regulations 2007.
43. To carry out any other duties appropriate as required by the Head of Service.

ADDITIONAL REQUIREMENTS APPLICABLE TO THIS ROLE

The post holder is expected to be committed to the Council's core values of public service, quality, equality and empowerment and to demonstrate this commitment in the way they carry out their duties. In addition they should be available to carry out such other duties, as may be required, which are consistent with the grade and scope of the post.

OTHER REQUIREMENTS

Health & Safety

Ensure that all staff are aware of their corporate and departmental Health and Safety Policies and procedures and are trained in their implementation as necessary. Monitor the implementation of health and safety policies and to report any shortfalls identified through experience of their operation to the Head of Service.

Equal Opportunities

To be aware of the council's Equal Opportunities Policy: to understand it and to adhere to it.

Customer Care

To assist in ensuring that the Council's aims and objectives relating to customer awareness are achieved.

New Technology

To make use of information technology where necessary in the areas of responsibility and to develop and use new IT systems in consultation with the appropriate technical officers to improve the effectiveness and efficiency of service delivery.



LONDON BOROUGH OF MERTON
ENVIRONMENT AND REGENERATION DEPARTMENT
PERSON SPECIFICATION

POST TITLE: FUTURE MERTON MANAGER

Post No:

Grade: MG2

Date: September 2014

Skills and Abilities

- An ability to lead by example and provide a clear, confident and empowering leadership style.
- An ability to build effective teams and relationships not dependent on hierarchy and line management.
- A demonstrable ability to innovate and to provide new perspectives and solutions in the broader regeneration and street management areas of activity.
- A personal commitment to providing/enabling delivery of high quality services to customers/clients.
- Confidence in managing an environment of continuous change.
- Motivated and customer focused.
- Ability to build productive and effective partnerships with key stakeholders as well as leaders of other public, private, voluntary sector and community organisations.
- An ability to significantly increase the profile of the Borough and its regenerative activities and to proactively promote and market Merton as a place to live and work.

- Apply value for money principles to ensure the most cost effective outcomes are achieved within limited resources whilst ensuring services delivery is designed to meet statutory, technical and customer care needs.
- A commitment to corporate working.
- Excellent verbal, written and presentation skills with the ability to communicate effectively and be highly credible and influential with elected Members and other public and private partners and stakeholders.
- Strong interpersonal skills to maintain effective relationships with colleagues at all levels.
- Demonstrable highly developed political awareness and negotiation skills.
- An ability to quickly analyse and interpret complex written, numerical and financial information.

Knowledge and Experience

- Evidence of a clear understanding of sustainable communities and how they should be supported.
- Evidence of a clear understanding of how national Traffic and Highway Management policies and strategies are implemented and operated at a local level.
- Sound knowledge of traffic and highway legislation and of health and safety legislation as it relates to traffic and highway services.
- Experience of formulating technical solutions to address complex regeneration, traffic management or highway construction issues.
- Experience of leading and managing a multi-disciplinary team with a number of related services, ensuring that the strategies and synergies between these services are focused on delivering clear outcomes.
- Experience in managing financial (including complex programme budgets) and human resources.
- Sound knowledge of contract management and procurement processes and procedures.
- A demonstrable track record of a partnership approach to service delivery with external agencies and organisations.
- Practical experience of undertaking specific strategic policy driven tasks in public sector/local government services as well as operational management.

- Evidence of leading significant organisational and service change.
- Sound grasp of service/business planning.
- Significant involvement in leading major related functions and of successfully securing significant external funding.
- Experience of managing, at a senior level one or more significant functions within Regeneration, Traffic, Highways, Planning, Development, Economic Development, Housing or Environmental Services and an ability to provide effective leadership in all areas.
- Experience of developing sustainable communities' related policy and the practical implementation of such policies at a local government, national or regional level.
- Sound knowledge of public sector ethos preferably within the context of some work experience in local government.
- Experience of working at a senior level with the private sector in either a development or inward investment context.
- Awareness and understanding of the issues and opportunities to work with local communities to promote a better quality of life for all.
- Evidence of understanding and contributing to partnership working through Local Strategic Partnerships or other multi agency frameworks.
- Detailed knowledge of the policies and legislative framework/s relating to Regeneration, Traffic Management, Highway Management, Climate Change, Economic Development, Waste, Housing, Planning and Transport, as well as the political processes required to deliver the services.
- Experience of participation in corporate decision making.
- Well developed analytical skills and proven experience of performance management systems and of evaluating and achieving service quality.
- A demonstrated commitment to the principles of equality of opportunity and a comprehensive understanding of the ways in which those principles can be reflected in service delivery and the workforce.

Education & Qualification

- Degree or similar in a discipline relevant to the service. (E)
- Post graduate or recognised technical qualification in a discipline relevant to the service. (D)
- Post qualification experience at a senior level in a political environment.

